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STATE OF MAINE PUBLIC UTILITIES COMMISSION 242 STATE STREET 18 STATE HOUSE STATION AUGUSTA, MAINE 04333-0018

WILLIAM NUGENT STEPHEN L. DIAMOND COMMISSIONERS

April 18, 2003

CAD Bulletin No. 2003-03

TO: All Eligible Telecommunications Carriers

FROM: Betty Bero, Consumer Assistance Division

SUBJECT: Lifeline/Link Up Annual Outreach Report

Chapter 294, Lifeline and LinkUp Service programs, became effective March 8, 1999. Under this Rule, eligible telecommunications are accountable for the effectiveness of their efforts to increase awareness of Lifeline and LinkUp service.

Section 7(B) requires that an eligible telecommunications carrier at least annually provide a summary of their outreach efforts and that the Director of the Consumer Assistance Division review the outreach efforts to ensure that qualifying low-income customers in an ETC's service area are made sufficiently aware of the Lifeline and LinkUp programs. This section also requires that ETCs provide appropriate social service agencies and the Commission with an index of central office codes within their service territory and also a single contact person for Lifeline and LinkUp issues.

In addition to these outreach efforts, each customer must be informed of the program at the time that the customer requests service and each customer must receive notification of the program and its guidelines at least once per year by mail.

On October 27, 2000, CAD Bulletin No. 2000-03 was sent to all Eligible Telecommunications Carriers (ETCs). The bulletin required ETCs to provide their outreach summary annually by January 1 of each year. The annual summary due in January 2003 was not received. Please provide the following information by May 15, 2003.

A written summary of your outreach efforts during 2002. Please include copies
of any written materials used for your outreach efforts. Please include who was
targeted for receipt of the materials as well as the dates and the manner by
which the written materials were provided.



- Copies of your yearly mailings, the dates the mailings were sent, and whether the mailing was a bill enclosure or a separate mailing.
- A current index of central office codes within your service territory.
- The name, telephone number, and e-mail address for your contact person for Lifeline and LinkUp issues.

Please send the information to:

Betty Bero
Senior Consumer Assistance Specialist
Maine Public Utilities Commission
Consumer Assistance Division
18 State House Station
Augusta, ME 04333-0018

This information must be provided by January 1 of each year.

If you have any questions regarding the Lifeline and Link Up programs, please contact me at: Maine Public Utilities Commission, Consumer Assistance Division, (207) 287-1399 or (800) 452-4699. You can also reach me by E-mail: betty.bero@maine.gov or Fax: (207) 287-1039

View the Maine Public Utilities Home page at: http://www.state.me.us/mpuc/